

## in this issue

# Intel Expresses Gratitude



*Intel offers advanced technology for the Internet and beyond at their new Riverton location.*

By Kim Auberger

In a recent letter sent to Governor Leavitt regarding the efforts of the Department of Workforce Services Intel Corporation's Tina Evangelista, Corporate Sourcing Manager writes, "The Department [Workforce Services] has been most accommodating and has exceeded our expectations for managing high volume activity, multiple interview events per month... and marketing our opportunities."

Tina goes on to recognize Sherrill Chapman and Shelly Burleson for their extra mile efforts. Tina acknowledges Shelly's efforts as their account representative, by stating "Shelly Burleson has been most impressive in always keeping on top of the changes, ensuring our team has the resources necessary...she has been instrumental in helping us to hire over 125 people in the last two months...she has demonstrated

professionalism and flexibility, as well as exhibited the utmost customer service in handling this account. Our team is most impressed with the level of quality we continue to receive in both service and potential candidates."

Intel conducts regular orientations for prospective employees and interviews at the Business Service Center on a monthly basis and will continue to do so until their Riverton facility is fully staffed. Intel announced the consolidation

of three of its largest service organizations in May, 2000. The move is made possible by the development of the Intel Riverton campus, which has been under construction since the first quarter of 2000. The building will house approximately 350 Intel employees, which will double the number of Intel employees currently in Utah.

"We believe Utah is a great place for employees and their families," said Larry Walz, a co-manager of

*"We believe Utah is a great place for employees and their families."*

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Intel Employee Services Operations who will relocate from Oregon to Utah. Scott Fortmann, the group's other co-manager added, "By consolidating several of our key administrative groups in Utah, we will enhance Intel's ability to provide quality services to our employees worldwide."

Another example of exceptional customer service offered to Utah businesses!

## State of Utah

### Dept. of Workforce Services

Robert C. Gross, Executive Director

## Central Region

Stephen Maas, Regional Director

Kim M. Auberger,  
Bus. Services Supervisor  
1385 S. State Street (801)  
468-0097

(801) 468-0070 fax  
Salt Lake City, UT 84115



Employers share positive experiences with DWS:

"I have benefited from your assistance many, many times. You assisted us with job fairs and allowed us to use your facility for extensive pre-employment training...I also attend your seminars and workshops to help me better serve my employees. Your services have proved to be very valuable."

*Sarah Gloyn, HR Manager  
Select Comfort*

"A sincere note of thanks...Together we have forged several important alliances that I believe are making a real difference in the lives of people in our region."

*Royanne Boyer, Dean, School  
of Advanced Technology, UVSC*

"We appreciate the courteous and professional manner in which you undertook your audit examination, and we commend you for your promptness in reporting your findings and conclusions to us...we wish you well in your professional work."

*Lennis M. Knighton  
Knighton, L.L.C.*

"I recently had the occasion to call your office regarding a visa issue...I had been on hold with the INS for 45 minutes prior to this call and was exasperated by the reception I received...in the 20 minutes of dealing with your office and the office in Denver, I found out more useful information...we were very impressed with the service."

*Tiffany George  
Western River Expeditions, Inc.*

it's only a  
myth...

## Myth #6:

No one shows up to Workforce Services Job Fairs with the low unemployment rates.

## Reality:

Job fairs are one of the most popular services provided to employers and job seekers. Job fairs are held frequently and usually have an attendance from 400 to 2000 applicants, depending on the area. An average job fair will match hundreds of qualified applicants with employers at no charge to the applicant or the employer. It is a quick and easy way for employers to have on-the-spot interviews with hundreds of applicants within 3 to 4 hours. Workforce Services does all the work and attendees reap all the benefits. Job fairs have been an outstanding success in all areas of Utah.

## Pre-Employment Testing Improved *Tests are geared to meet needs of employers*

We are pleased to announce improvements to our pre-employment testing program that will help you in your hiring decisions.

We can now test for proficiency in standard software packages such as Microsoft Excel, Word, Powerpoint, WordPerfect, Lotus 1-2-3, and Access. Recently, we also adopted the use of the QWIZ Clerical Skills tests for type and ten-key testing. The QWIZ testing package also tests skills in data entry (both alpha-numeric, and numeric), transcription, shorthand and speedwriting.

Additionally, QWIZ has learned that "Net" typing scores are unrelated to actual on-the-job clerical performance. Net typing scores are computed by subtracting the total errors from gross words per minute (net=GWPM-total errors). Because of features such as "spell check," the influence of

errors on typing performance has become more dependent on particular jobs. Thus, we can no longer legally provide Net scores, nor make referrals based on them; but instead will provide number of errors, error rates, and gross words per minute (however, you may use the simple formula described above). If you would like us to make referrals based on type test scores, we will need suggested cutoffs for both error rates and gross words per minute. For example you may say, "I need applicants who can type at least 40 gross words per minute with no more than 5 percent errors."

Litigation involving cutoff scores has increased, so if you do use cutoff scores, establish them based on realistic performance levels of current incumbents. If you have questions, call Brian Young at (801) 526-4358.



## Farewell to John D. Williams

By Kim Auberger

After 31 years of dedicated public service, Mr. John D. Williams has chosen Friday, January 5, 2001 to end his reign as the Business Services Manager for Central Region.

John has held a variety of specialist, supervisory, and management positions with the Department of Employment Security (Job Service) and now DWS. We would like to take this opportunity to thank John for all of his contributions over the years. A roast will be held in his

honor on Friday, January 5th, from 2:00 -

4:00 p.m., at the DWS Administration South Building, 1385 South State Street, Rooms 157 A&B. No RSVP is necessary.

If you have had the pleasure of working with Mr. Williams, please accept our personal invitation to join us in bidding him well in his new life, after work.



## Salt Lake Employer Committee Selects New Chair

By John D. Williams

On October 19, 2000 the Salt Lake Employer Committee (SLEC) selected Roberta Williams of American Express as their new chair. Roberta has been an active member of SLEC for the past four years and began her two-year assignment as chair on November 1, 2000. She replaces Cindy Hatch, of the Principal Financial Group, who served exemplarily as chair for the past two years.

SLEC is composed of employer representatives who volunteer to serve as advisors to DWS. The goals of the SLEC are to increase aware-

ness and effective use of DWS programs through seminars, workshops and other training services. The committee utilizes its members' expertise to identify employer needs and resolve employment issues.

The committee meets once every two months and sponsors such activities as the "Better Your Business Workshops," quarterly employer seminars and high school presentations. The term of appointment is for two years with an option for renewal after that time. If you are interested in learning more about SLEC, please contact Kim Auberger at 468-0228.

## Central Region Labor Market Report

By Mark Knold, Regional Economist

The 2000 U.S. Census was conducted earlier this year. A wealth of information will be forthcoming from this census, with not only U.S. data, but also state and local information. However, it does take time to compile and publish the data so the Census Bureau will be releasing information sporadically throughout the next three years. The Census Bureau's first data deadline is the end of December 2000, when state total-population counts are mandated.

By March of 2001, population counts down to a county level should be available. Population, income, economic, and other "profile" information will be revealed with the timing of data availability directly related to the complexity of the data. Commuting patterns between counties will be measured. New Equal Employment Opportunity data will be published. Age and ethnic population breakdowns will be available by county, just to name a few.

Use of the Internet will make the 2000 Census the most easily accessible Census data ever. The Census Bureau maintains its web site at [www.census.gov](http://www.census.gov). Visit this website throughout the next three years, and discover information that profiles our nation and state. It makes for smart business.

## Supervising Today's Workforce

By John D. Williams

During the past year, a total of 415 participants attended "Supervising Today's Workforce," a training program for new supervisors sponsored jointly by the Central Region Council on Workforce Services and

Interpersonal Dynamics, Inc. Employees trained were lead workers, front-line supervisors, human resource representatives, company trainers, managers and small business owners.

Due to the success of the program

and numerous requests, an advanced supervisor's training program will tentatively begin in late January primarily for graduates of the first program. If you are interested in learning more, please contact:

**Jeri Jackson 468-0095.**

## Celebrate Success 2000

By Jeri Jackson

The 2nd Annual Celebrate Success Awards Banquet sponsored by the Central Region Council was held recently with the theme "Reflections of Partnerships:Sailing into the 21st Century." The analogy of sailing a ship is likened to a partnership;if it is not balanced,it will capsize. If it is not kept on course, it could end up on the rocks. If all hands on deck don't work together, it will stall.

Employers,employees and DWS staff were the "hands on deck" working together to provide training and coaching for the eight employee recipients. The focus was on the employees,who have turned their lives around in the face of adversity, and the employers who provided the opportunities. The employee/employer award recipients were:

- Jason Romano hired by Flying J.

### Truck Stop

- Debbie Henriod hired by the Stateline Casino
- Shellie Baughman hired by the Tooele Valley Health Center
- Amanda Brendel hired by Wal-Mart
- Catherine Houston hired by D.D.I.Vantage
- Kelly Walker hired by State Mail Services
- Channa Montague hired by Discover Card
- Heidi Ekker hired by DWS' Tooele EC

Central Region's own Yvette Woodland was presented an award for giving exceptional coaching, encouragement, and training to unpaid interns under her supervision. Only one of the many interns she has trained this year is not working.

Nicole Mouskondis from Nicholas & Company received an award for donating her time to help cus-



*Kelly Walker proudly receives well-deserved award*

tomers receiving financial assistance through DWS' Temporary Assistance for Needy Families (TANF) funds.

Nicholas & Company has also provided balance to keep the partnership afloat by hiring and training TANF customers. Mickey Adams Grames, Chair of the Central Region Council, presided over the event with assistance from Justin K. Jones and Tracy Harris-Belnap. The awards ceremony was held at the West Coast Hotel with approximately 80 in attendance. "Admission" was a non-food item to be donated to the

## Take Advantage... Of Tax Credit Programs WOTC and WtW

Two little known but very profitable programs that DWS administers are the Work Opportunity Tax Credit (WOTC) and Welfare to Work Programs (WtW). These programs offer employers who hire new employees that are members of certain target groups tax credits ranging from \$1,500 to \$8,500.

The purpose is to offer employers an incentive to hire individuals who are members of a targeted group. These groups contain individuals who have traditionally faced significant barriers to employment.

This does not mean that these employees are not skilled, nor does it mean that they have bad work

habit; for one reason or another they have had a hard time finding employment.

There are currently nine target groups whose members qualify for WOTC/WtW tax credits. These include veterans, young adults (16-24), Food Stamp recipients, Vocational Rehabilitation referrals, SSI recipients and financial assistance recipients. To view a complete list of target groups you may visit our website at:

[www.dws.state.ut.us/ES/wotc.htm](http://www.dws.state.ut.us/ES/wotc.htm)

Under the WOTC program, an employer who hires a worker who qualifies as a member of one of the eight WOTC target groups can

receive a tax credit of up to 40% of the first \$6,000.00 in qualified first-year wages. Under the Welfare to Work program, an employer can receive up to \$8,500.00 in tax credits for hiring long-term welfare recipients.

When a new worker who qualifies for these programs is hired, you must fill out two forms (IRS Form 8850 and DOL Form ETA-9061) and submit them to DWS for certification (our Business Consultants can assist you). For more information contact Shelley Roberts, at (801) 526-9480 or (800) 859-3203.

# Don't miss the 2001 Utah Employer Conference...

*"Doing Business in the New Millennium"*


***It's not too late to register!  
Call on or before January 9***

Held at the E Center  
**THURSDAY, JANUARY 11, 2001**  
8:30 a.m. to 4:00 p.m.

...

FEATURING...

- Jay Levinson of Guerrilla Marketing
- Utah's Top 10 Family-Friendly Companies
- Networking and breakout sessions:
  - Labor Law
  - Economic Forecast
  - Work/Life Practices
  - Violence in the Workplace
  - Transportation Issues
  - Economic Development

 **3rd Annual  
Employer Conference**

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1-888-920-WORK using  
your VISA or Mastercard.  
For more information visit  
us at:

**[www.dws.state.ut.us](http://www.dws.state.ut.us)**

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## .....Events Calendar and Important Phone Numbers.....

### **January:**

5th - John Williams Retirement Party - 2:00 - 4:00 pm  
10th - Better Your Business Workshop - 7:30 am  
11th - 2001 Utah Employer Conference - 8:30 am - 4:00 pm  
18th - General Job Fair - Midvale EC - 4:00 - 7:00 pm

### **February:**

7th - SLEC Seminar - 11:30 - 1:30 pm  
14th - SLEC Meeting - 7:30 am  
15th - Horizonte Job Fair - time TBA  
22nd - General Job Fair - Metro E.C.- 4:00 - 7:00 pm  
27th - Taylorsville City / WVC Job Fair - time TBA

### **March:**

8th - Veterans Job Fair - Downtown EC - 4:00 - 7:00 pm  
14th - Better Your Business Workshop - 7:30 am  
15th - General Job Fair - Downtown EC - 4:00 - 7:00 pm

**Better your Business Workshops:** free informational meetings for employers regarding programs available to them. Meetings are held at 1385 S.State St.,from 7:30 am - 9:00 am.Pre-registration is required.

### **Important Phone Numbers:**

Business Services Line: .....801-468-0097  
Child Care Outreach: .....801-526-4342  
Contributions: .....801-526-9235  
Labor Market Info: .....801-526-9340  
New Hire Reporting: .....801-526-4361  
Rapid Response: .....801-526-4312  
UI Benefit/Tax Info.: .....800-222-2857  
DOL Wage/Hour Div.: .....801-524-5706  
Utah Labor Commission: .....801-530-6801  
Workforce Council: .....801-468-0095  
WOTC Tax Credit: .....801-526-9484

### **Business Consultants:**

Connie Carter .....801-567-3940  
Sherrill Chapman .....801-269-4762  
Cassy Hahn .....801-536-7173  
Stephen Chesley .....801-524-9272  
Trina Griffith .....435-833-7327

**Salt Lake & Tooele Employer Committee Seminars:** quarterly luncheon presentations (\$15 to 25 per person) on Labor Law, Hiring Rights, Recruitment & Retention, etc. For information visit us at [www.dws.state.ut.us](http://www.dws.state.ut.us) or call (801) 468-0097.